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26th November, 2010

Bernadette Schwerdt
Australian School of Copywriting
26 Myrnong Cres
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Dear Bernadette,

Firstly, can I say a big thank you for all the work yourself and Mike have put in to running the 3 training days on Copywriting and Presentation Skills with the Tennis Victoria staff. It has been a fantastic experience for all involved, from both a professional point of view and as a team building exercise. It has been terrific, in particular for our new staff, to see that even their managers can continue to learn and hopefully inspire them to do the same.

Secondly, the feedback I have received from all our staff can only be described as glowing. All those involved, across a variety of departments, have thoroughly enjoyed themselves, been able to learn a thing or two and, most importantly, been able to have a laugh while doing it. The fact that the training days were linked to "real life" scenarios and situations that our staff deal with on a daily basis has only enhanced the learning and has ensured it is now part of our routine.

On behalf of the staff at Tennis Victoria, I thank you again for your help in overcoming the fear of presenting and being able to articulate the features and benefits of what we do.

Regards,

Tamatha Harding
Acting CEO